

Voided benefits and what to do with them.

When you have voided benefits whether they are unused benefits the participant returned, you voided them in the system, they were printed in error, etc. use one of the following procedures:

- Write or stamp Void on the benefits and keep them in a Voided Benefit file. The file must be kept for 3 years.
- Write or stamp Void on the benefit and scan it into the participants file then destroy the benefit. After 3 years the scanned benefit may be deleted from the participants file.
- If the benefits did not print – write a general note explaining that they did not print and list the benefit numbers so they can be tracked.

Whichever procedure is used must be **consistent** throughout the Agency. Everyone in the Agency **must** use the same procedure. It is recommended that the Agency determine which procedure they will use and incorporated it into their Operating Procedures Manual.

During a monitoring visit Voided Benefits will be reviewed and there will be a Finding if the documents are not physically available or have not been scanned into the participants file.